



Quick-start Firmware Upgrade Guide

To update the firmware follow the following procedure:

1. Go to our website and download the firmware here.
 1. <http://www.neptunesystems.com/support/sw-updates/>
2. Ensure a hardwired connection between computer and router and router to Apex
 1. NO Wireless
 2. Disable your wireless on your computer
3. Disable any virus/firewall software on your computer
 1. If you do not know how to do this, then restart your computer in "Safe Mode w/networking"
4. Open the Apex flash utility
 1. For PC: Put the controller IP address in the network address line, and fill in the other appropriate information
 2. For Mac: Add a controller and fill in the appropriate information
5. Click Update firmware
 1. For PC: If it does not load the firmware after failed attempt 2, then power cycle your Apex by removing the Aquabus cable from the EB8 to the base unit.
 2. For Mac: If it does not connect retrying two times, then power cycle your Apex by removing the Aquabus cable from the EB8 to the base unit.
6. After the firmware update, then update the web pages.

Some common errors that are made in a firmware update include (from most common to least common):

1. Not having a hard wire connection between computer and router
2. Not having a hard wire connection between Apex and router
3. Not disabling virus/firewall software
4. Not running computer in safe mode w/ Networking